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Contract

Maintenance and support contract for iConnect solution

The Regulation Quality & Improvement Authority

F03: Contract award notice

Notice identifier: 2023/S 000-035516

Procurement identifier (OCID): ocds-h6vhtk-03efad

Published 1 December 2023, 2:26pm

Section I: Contracting authority

I.1) Name and addresses

The Regulation Quality & Improvement Authority

2 4 Cromac Avenue

Belfast

BT72JA

Email

julie-ann.walkden@rqia.org.uk

Country

United Kingdom

Region code

UKN06 - Belfast

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.rqia.org.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Maintenance and support contract for iConnect solution

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The current system utilised by RQIA is bespoke and been in use for a number of years. It has been developed and supported by Sysco Software Solutions to meet the specific operational requirements of RQIA. The system is unique to RQIA, as the only regional health and social care services regulator in Northern Ireland. There is a necessity to maintain the current system, to ensure business continuity for a three year period, with the option to extend for a

further two years.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £350,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

Ongoing support and maintenance of established iConnect system

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

Initial 3-year period, with possible extension of up to 24-months.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

Reg 32 - Technical 32 (2)(b)(ii) applies. The current system utilised by RQIA is bespoke and been in use for a number of years. It has been developed and supported by Sysco Software Solutions to meet the specific operational requirements of RQIA. The system is unique to RQIA, as the only regional health and social care services regulator in Northern Ireland. There is a necessity to maintain the current system, to ensure business continuity.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-023786](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 August 2023

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Sysco Software Solutions

Belfast

Country

United Kingdom

NUTS code

- UKN - Northern Ireland

Companies House

NI029874

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £350,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

RQIA

Belfast

Country

United Kingdom